



Department of Health and Human Services

*Maine People Living
Safe, Healthy and Productive Lives*

CRMA Training

Updated 5 day(35-45 hours)

Standardized Curriculum

(final revision 12/2007)

January 2008

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DHHS Mission

We the employees of the Department of Health and Human Services envision a time when all people achieve their optimum independence, health and safety. Therefore, in pursuit of this vision, the Department will:

- Foster cooperation and trust;
- Empower individuals, families and communities;
- Continue to improve the quality of and access to our services and products; and
- Lead in the development of policies and programs in partnership with customers, providers, and funding sources.



Objectives

- Explain the Role of the CRMA.
- Define the Key Responsibilities of the CRMA.
- Define the Key Characteristics for a CRMA.
- Describe the roles of other staff members in a residential facility.
- Explain the Residents' Rights.
- Access resources utilized by a CRMA.
- Explain need for on-going professional development and certification.

Job Description

The CRMA utilizes safe and acceptable procedures in the administration of medications and treatments as assigned (directly or indirectly) by the Administrator and in accordance with Maine's Regulations Governing the Licensing and Functioning of Assisted Housing Programs. CRMA's are accountable for performing these functions in accordance with accepted standards.



CRMA Key Responsibilities

- Ordering and reordering medications
- Receiving and counting medications
- Practicing Quality Assurance procedures
- Administering medications
- Taking vital signs
- Obtaining, documenting, and reporting weights
- Communicating with health care providers regarding health care issues

CRMA Key Responsibilities

- Transcribing medication and treatment orders
- Completing documentation for medication records
- Maintaining confidentiality
- Maintaining cleanliness and order
- Assisting RN's and other staff as needed

CRMA Key Responsibilities

- Obtaining nurse coordination, oversight and training as needed
- Obtaining technical training from other health care professionals as needed

Characteristics

Work Management

Collaboration

- Establishes and maintains effective working relationships with all levels of personnel
- Identifies and understands what resources are available and seeks guidance when needed
- Uses own support network (including supervisor) appropriately to get feedback and process issues

Characteristics

Work Management

Organization

- Plans work activities to ensure medication and treatment practices are followed
- Gathers supplies and materials needed to facilitate medication and treatment administration
- Maintains medication work area and equipment in a neat and orderly fashion

Characteristics

Work Management

Role Clarity

- Understands roles and responsibilities of staff
- Clarifies responsibilities and boundaries of the CRMA

Characteristics

Conceptual

Observational Skills

- Recognizes difference between what is usual and unusual for each person. (“What’s wrong with this picture?”)
- Utilizes objective language to describe what is observed without using subjective language such as, “I feel,” “I believe,” or “I think
- Identifies changes in a person over time

Characteristics

Conceptual

Judgment

- Thinks through a situation's cause and effect prior to taking an action
- Recognizes when to seek advice or assistance
- Maintains perspective on what is urgent and what can wait, what is important, and what is not
- Recognizes when a situation requires emergency response

Characteristics

Interpersonal

Sensitivity

- Demonstrates sensitivity towards others
- Interprets verbal and non-verbal cues to determine what people are thinking and feeling
- Discovers and respects the preferences and unique aspects of each person
- Can view situations from others' perspectives and empathize with their feelings

Characteristics

Interpersonal

Communication Skills

- Listens and responds appropriately to people's feelings and concerns
- Tailors communications to the individual's level of understanding (without talking down to them)
- Maintains a non-judgmental and open attitude in all communications
- Asks questions to gather information needed to make decisions
- Prepares clear, accurate, factual, and appropriate documentation that may be understood by others

Characteristics

Interpersonal

Diversity

- Demonstrates respect for others
- Complies with relevant laws and policies (e.g., Civil Rights, ADA, licensing regulations, etc.)
- Understands and appreciates the diverse views, needs, expertise and experience of others; understands the perspectives and limitations of other individuals and systems
- Understands and is sensitive to differences in culture, ethnic and spiritual values, disability, gender, sexual orientation, perceptions, customs and behaviors

Characteristics

Self-Management

Job Commitment

- Models high standards of personal conduct
- Gives extra attention when needed and demonstrates patience when interacting with others
- Committed to the welfare of others
- Models a professional and positive attitude
- Genuinely likes people, shows enthusiasm, and is energetic when interacting with others
- Admits mistakes and is willing to correct them

Characteristics

Self-Management

Flexibility

- Adjusts to a change in plans at the last minute
- Juggles attention to people and tasks effectively
- Willing to work with others
- Accepts changes in policies and procedures affecting their work environment

Characteristics

Self-Management

Self-Control and Responsibility

- Accountable for one's own actions
- Responds to emergency situations in a calm and professional manner
- Maintains composure in difficult situations
- Takes appropriate safety precautions in situations that may place self and others in danger

Characteristics

Self-Management

Self-Development

- Obtains knowledge about new medications and treatments
- Pursues training and other learning opportunities
- Recognizes one's own limitations, seeks/gives feedback, and improves personal performance

Characteristics

Self-Management

Stress Management

- Identifies the causes and effects of stress and utilizes techniques for stress management and self-care
- Knows when to take time out, to step back from a situation, to calm down, and think things through

Other Staff Members

Administrator

Usually oversees a facility from a business point of view, managing cash flow, personnel, reporting, payroll, admissions, physical plant, purchasing, and other similar functions.

One Administrator may oversee several facilities and some Administrators may have clinical training.

Key Responsibilities include:

- Decision making.
- Approves changes in systems or procedures.
- Problem solving – Incident Reports, Medication Errors, Medication Refusals, and Safe Practices.

Overview

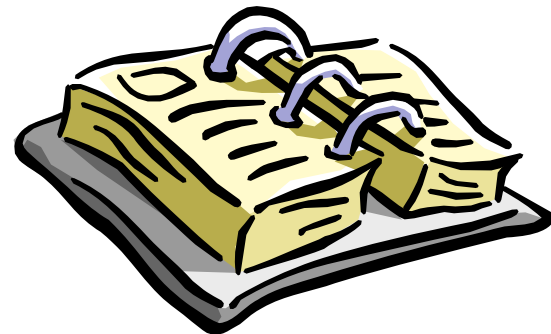
- Purpose of the CRMA Training
- Expectations
- Attendance
- Participation
- Homework and Testing
- DHHS Mission



Other Staff Members

Directors

Coordinates day-to-day direct services, schedules staff, coordinates access to outside services (dentist, doctor, etc.), arranges transportation and services from other agencies, as well as assigns duties to staff members.



Other Staff Members

Care Staff

These employees provide the majority of the daily interactions with the individuals receiving care. Their duties may include skills teaching, problem-solving, motivating, working with individuals to achieve goals of choice, developing goal-directed supports, assisting with activities, managing outside activities, and offering general support.

Other Staff Members

Facility Staff

If you work in a resident or a facility environment, some of the other facility staff may include catering and maintenance employees. As the job titles indicate, these individuals either manage the food service needs of the facility or the general facility maintenance needs.

Other Staff Members

Nurse Consultants

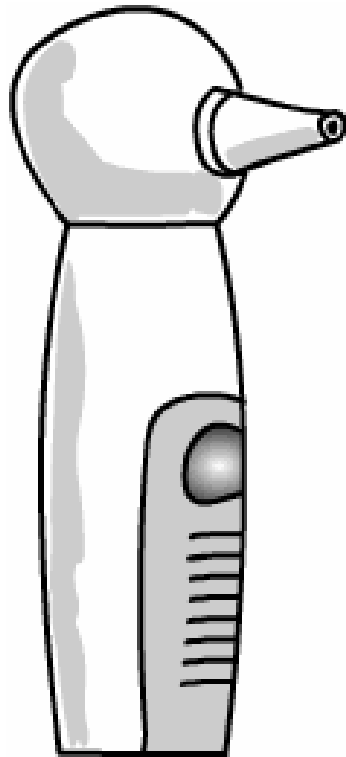
These individuals are Registered Nurses, who serve as on-call medical experts and in an advisory capacity when necessary. Their roles are governed by the “*Regulations Governing the Licensing and Functioning of Assisted Housing Programs*” publication.

Other Staff Roles

Pharmacist

- Addresses the use of acceptable methods and procedures for ordering, administering, discontinuing, returning for audit and/or destroying of medications.
- Supplies individual and stock drugs.
- Checks for potential medication allergies, interactions, and contraindications.
- Answers questions on drug names, dosages, forms, whether to crush, and time intervals.
- Takes verbal order from physician.
- Advises on storage, disposal, and drug expirations.
- Advises on special precautions such as “take with food.”
- Re-labels medications.
- May prepare medication for residents going on LOAs.

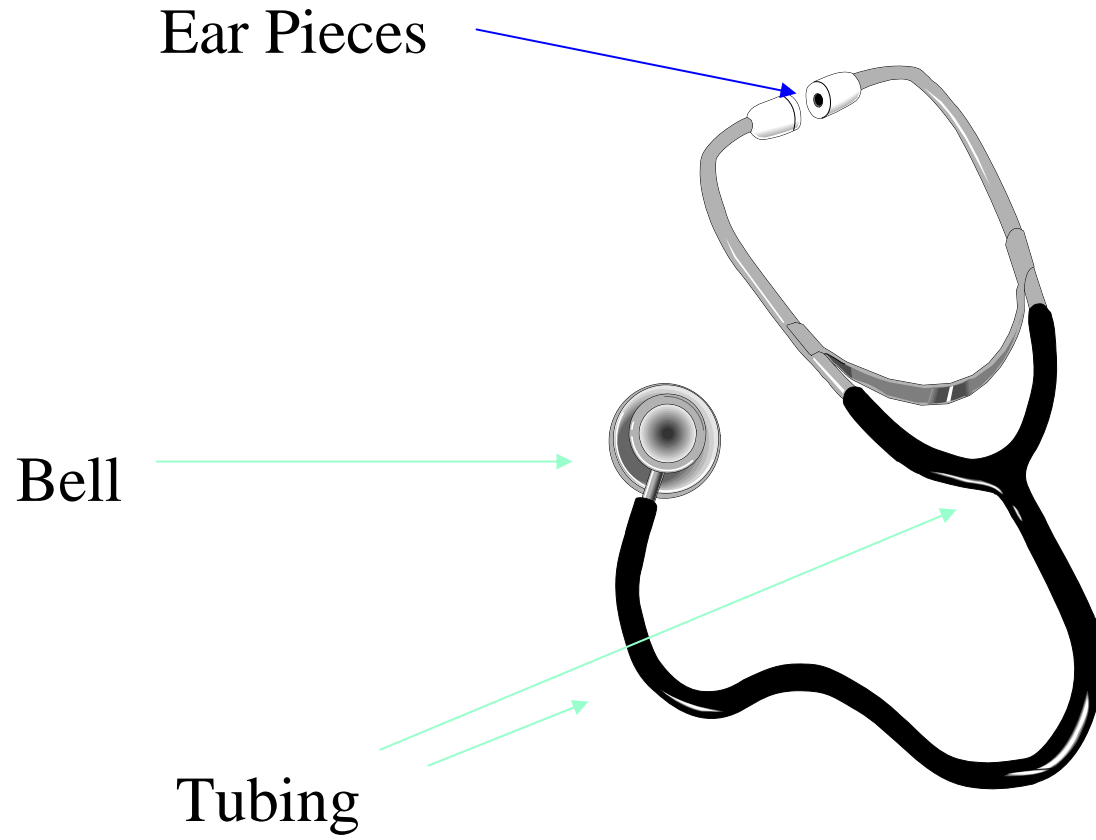
Otic Thermometer



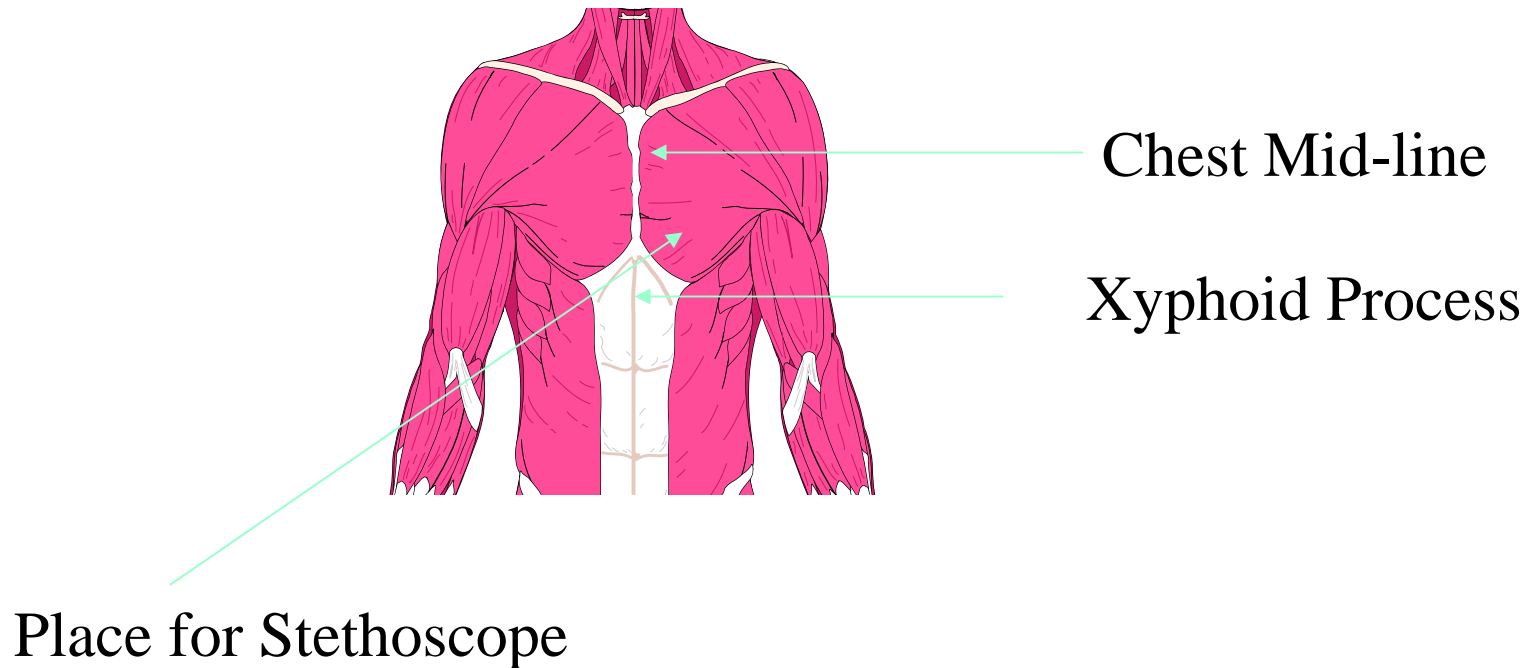
Checking the Radial Pulse



Stethoscope



Listening for the Apical Pulse



Schedule II (C II)

Controlled Substances

- Actiq
- Adderall
- Concerta
- Dexedrine
- Dextroamphetamine
- Dilaudid
- Duragesic
- Endocet
- Endodan
- Fentanyl
- Hydromorphone
- Kadian
- Levo-Dromoran
- Levorphanol
- Merperidine
- Methadone
- Methylphenidate
- Morphine
- MS-Contin
- Nembutal
- Opium Tincture
- Oramorph SR
- Oxydone (w/APAP, w/ASA)
- Oxycontin
- Pentobarbital
- Ritalin
- Roxanol
- Roxicet
- Roxicodone
- Secobarbital
- Seconal

High potential for abuse; currently accepted medical use.



Schedule III (C III)

Controlled Substances

- Tylenol with Codeine
- Alurate
- Anacin 3 with Codeine
- Anexia
- APAP with Codeine
- Ascriptin with Codeine
- Bancap HC
- Contril PDM
- Butabarbital
- Butisol
- Prelu-2
- Tussend
- Zydane
- Codiclear DH
- Codimal DH
- Didrex
- Doriden
- Empirin with Codeine
- Empracet with Codeine
- ESG/C with Codeine
- Fiorinal with Codeine
- Hycodan
- Hycomine
- Glutethimide
- Glutethimide
- Tussionex
- Hycotuss
- Noludar
- P-V Tussin
- Paregoric
- Pentothal
- Phenaphen/Codeine
- Codeine
- Phedimetrazine
- Plegine
- Pre-State
- Triaminic DH
- Vicodin

Lower abuse potential than Schedule II; may produce low to moderate physical dependence.

Schedule IV (C IV)

Controlled Substances

- Ativan
- Brevital
- Centrax
- Chlordiazapoxide
- Cylert
- Chardonna-2
- Dalmane
- Darvocet-N 50 & 100
- Darvon
- Diethylpropion
- Doral
- Equagesic
- Equanil
- Factin
- Halcion
- Ionamin
- Libritabs
- Librium
- Limbitrol
- Mebaral
- Meproamate
- Miltown
- Noctec
- Paral
- Paxipam
- Phentermine
- Placidyl
- Propoxyphene Compound
- ProSom
- Propoxyphene
- Restoril
- Sanorex
- Serax
- Telacen
- Talwin
- Tepanil
- Tranxene
- Tenuate
- Valium
- Valrelease
- Xanax
- Phenobarbital

Lower abuse potential than Schedule III; may produce low to moderate physical dependence.

Schedule V (C V)

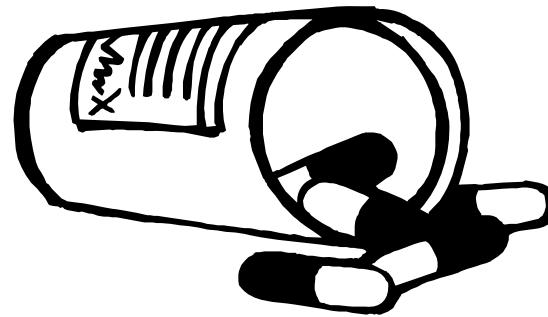
Controlled Substances

- Acetaminophen/Codeine Elixir
- Actifed-C
- Ambenyl
- Apap/Codeine Elixir
- Cheracol
- Codimal PH
- Diphenoxylate with Atropine
- Donnagel PG
- Endal
- Guiatuss AC
- Isochlor
- Lomotil
- Naldecon CS
- Novahistine Expectorant
- Novahistine DH
- Pediacof
- Phenergan with Codeine
- Phenhistine DH
- Promethazine with Codeine
- Robitussin AC
- Robitussin DAC
- RoTuss
- Rohistine DH
- Terpin Hydrate with Codeine
- Triaminic with Codeine
- Tussar
- Tussi-Organidin

Low potential for abuse and limited physical or psychological dependence.

Miscellaneous Agents

- Nicorette
- Antabuse
- Chemotherapy
 - Cancer
 - HIV/AIDS
 - Multiple Sclerosis



Medication Names (So What's In A Name?)



Chemical Name: Ethyl 1-Methyl-4-Plenylisonipectorat

Generic Name: Meperidine Hydrochloride

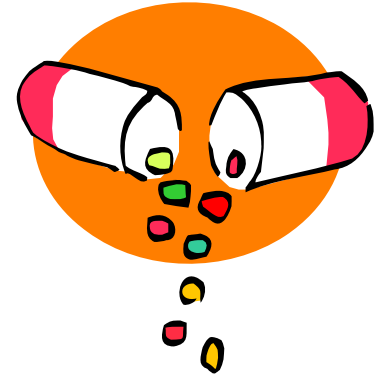
Trade Name: Demerol Hydrochloride

Official Name: Meperidine Hydrochloride USP

The Pharmacy can change manufacturer at any time; thus, the medication name changes, but this does not change the drug!



Medication Names (So What's In A Name?)



Chemical Name: Acetylsalicylic Acid

Generic Name: Aspirin

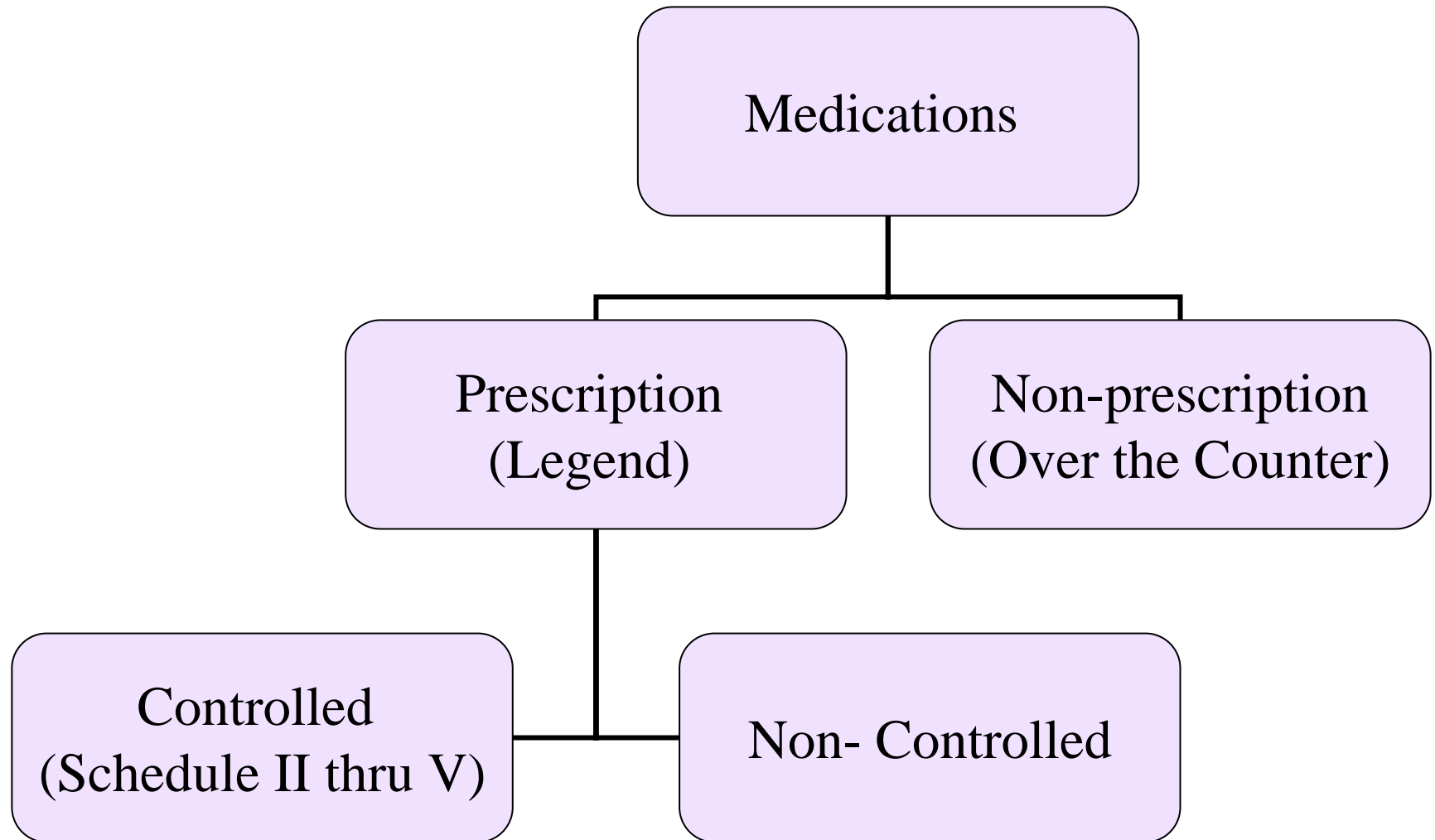
Trade Name: Ecotrin, Bayer Aspirin, St. Joseph's

Official Name: Aspirin USP

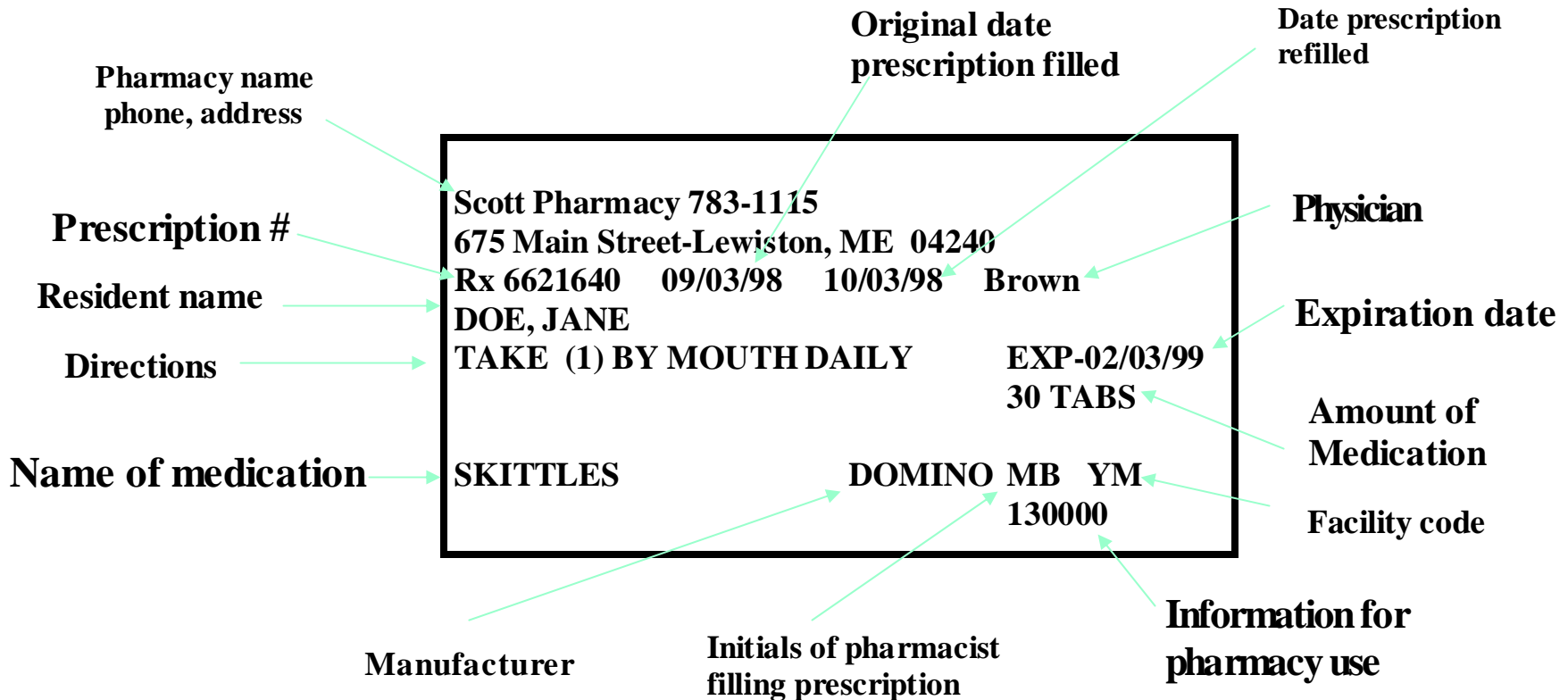
The Pharmacy can change manufacturer at any time; thus, the medication name changes, but this does not change the drug!



Medication Categories



Drug Prescription Label



MAR – Top Section

Medications	Hour	1	2	3	4	5



MAR – Bottom Section

Charting For	Through
Physician	
Alt. Physician	
Allergies	

MAR – Bottom Section

Telephone No.		Medical Record No
Alt. Telephone		

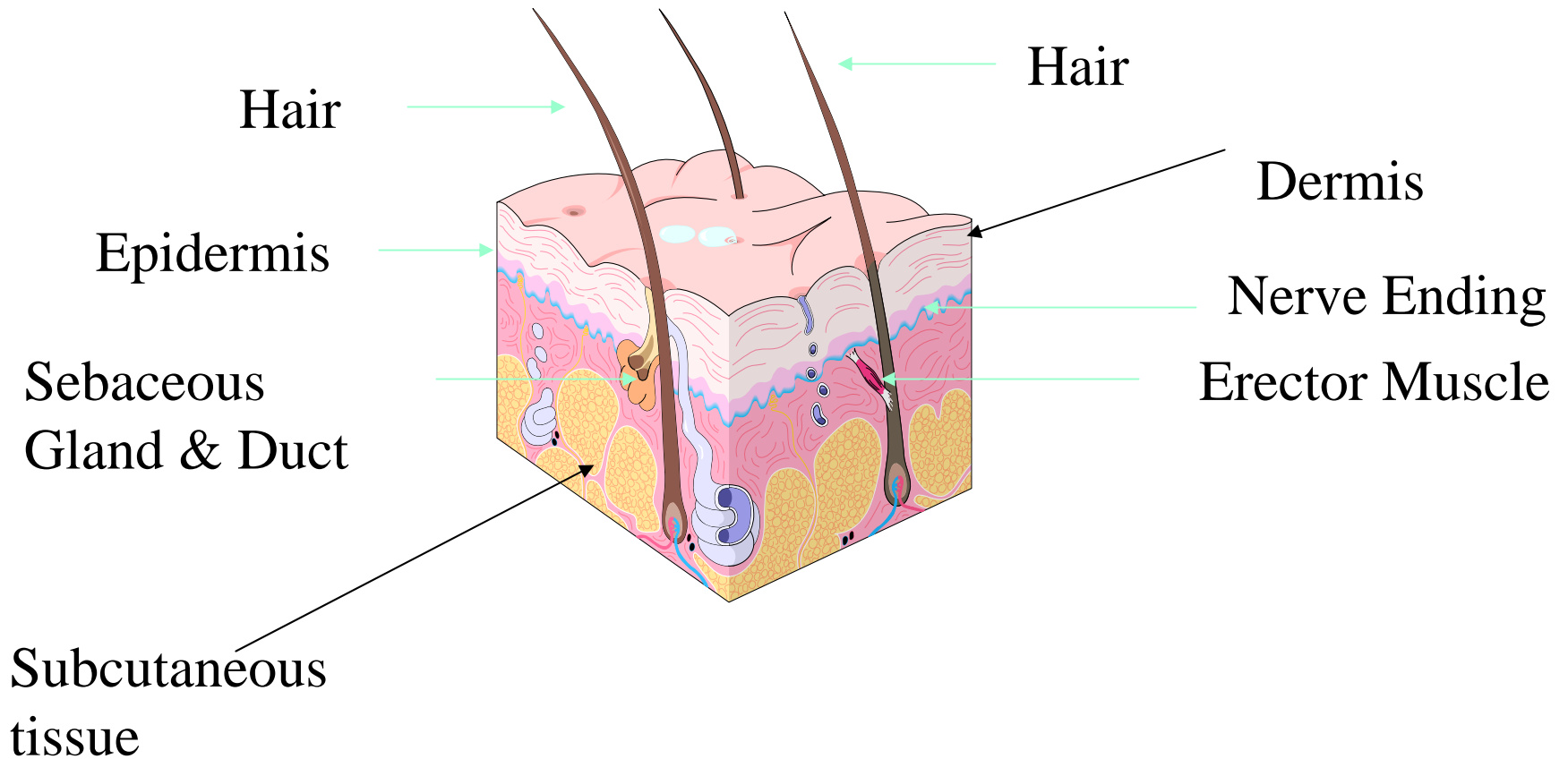
MAR – Bottom Section

Diagnosis		
Medicaid Number	Medicare Number	Complete Entries Checked: By:
Patient		

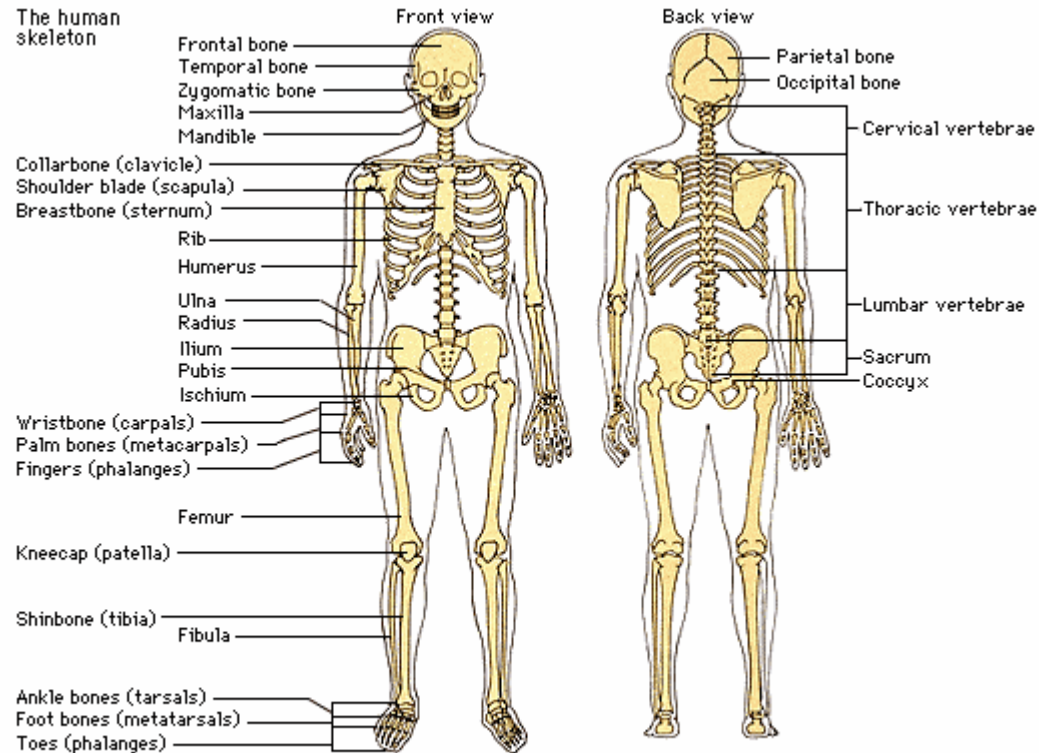
MAR – Bottom Section

Patient Code	Room No.	Bed	Facility Code

Integumentary (The Skin)



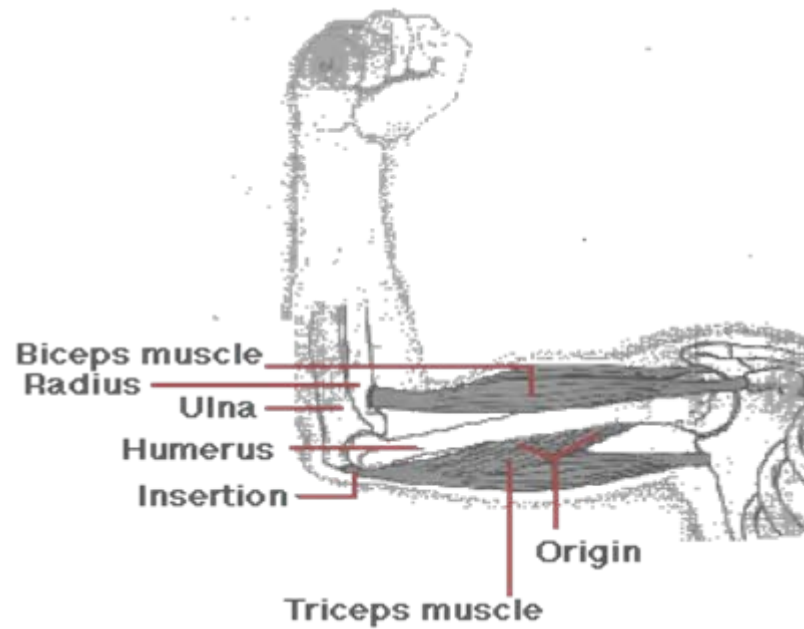
The Musculo-Skeletal System



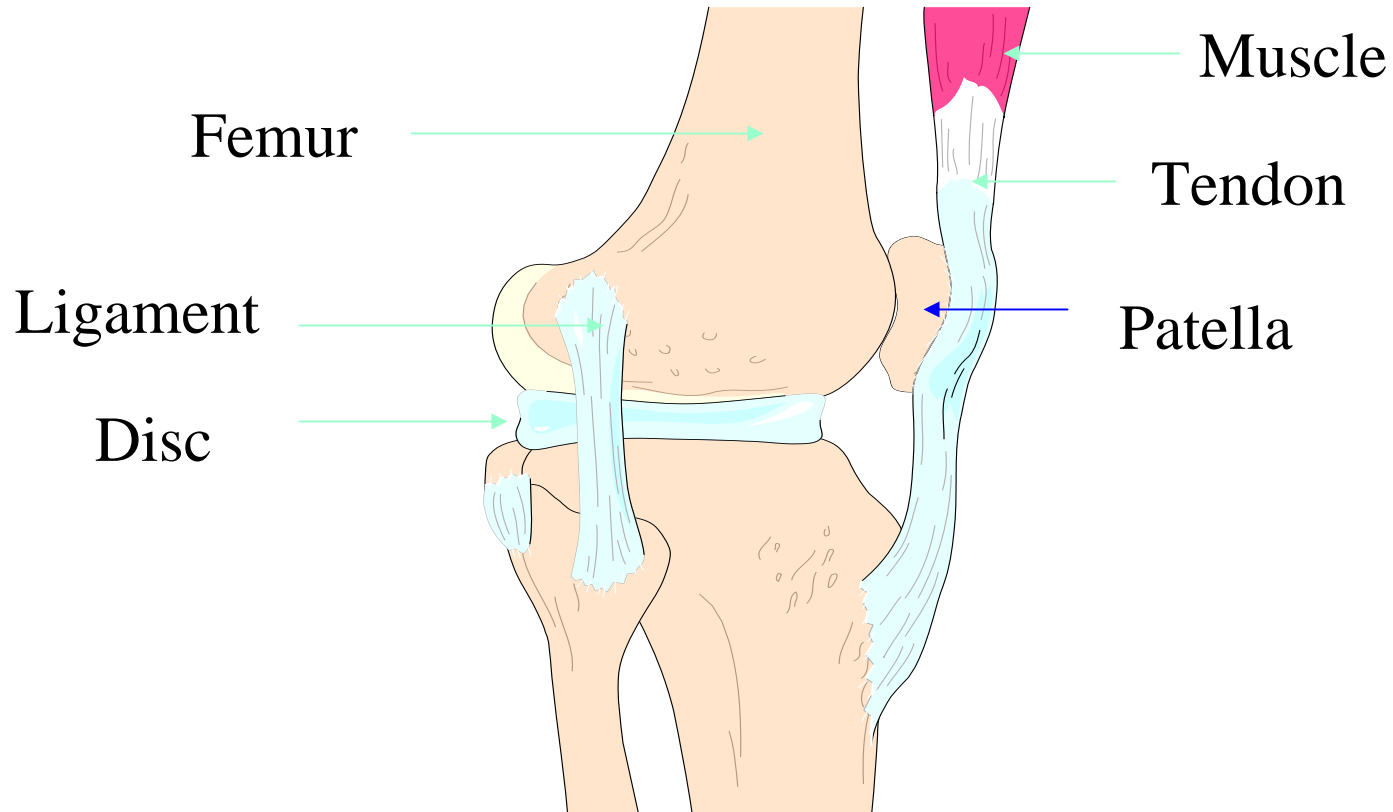
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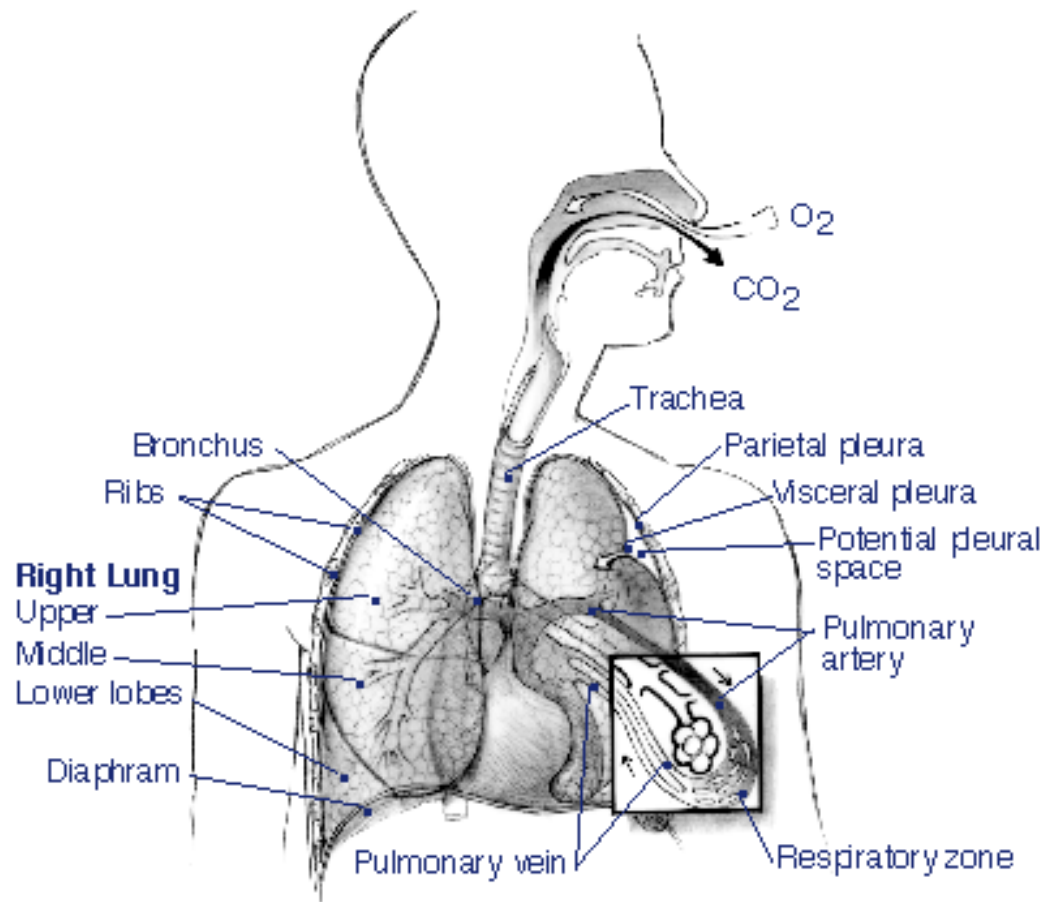
Muscles



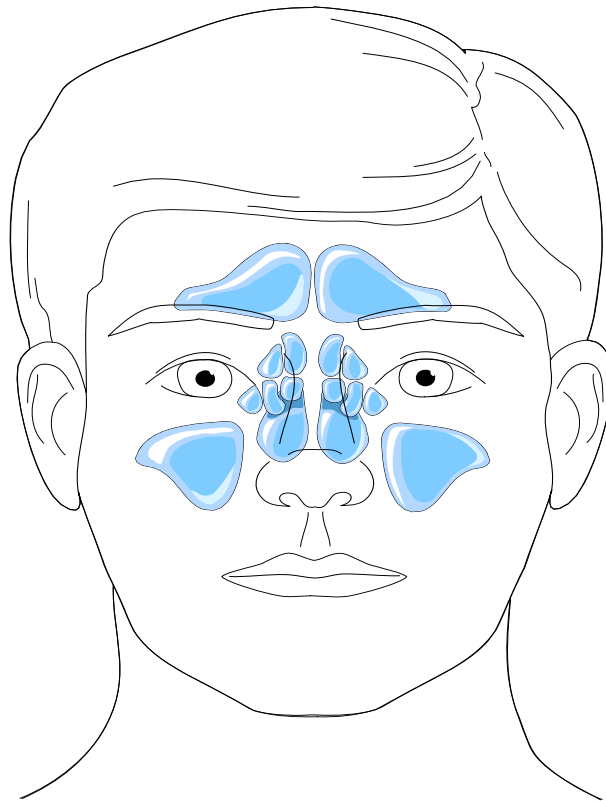
Knee Joint



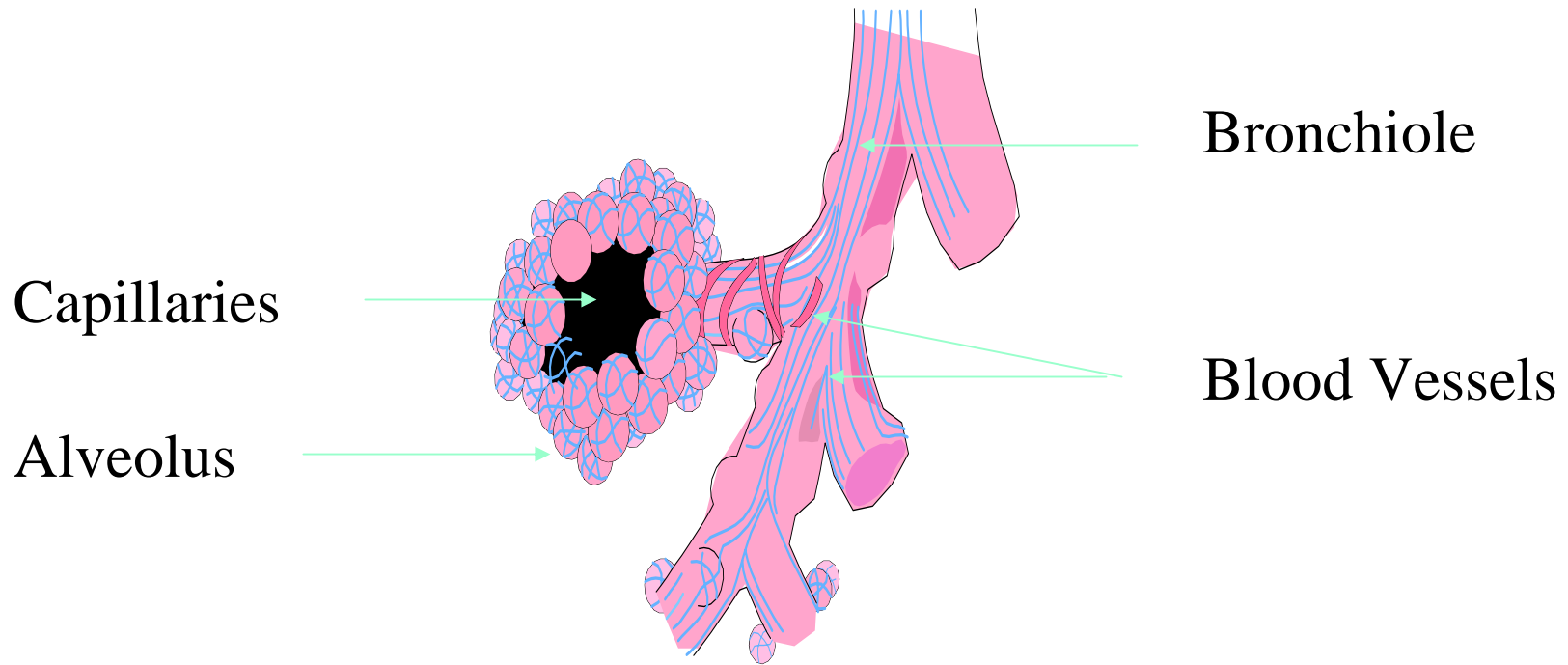
Respiratory



Sinuses

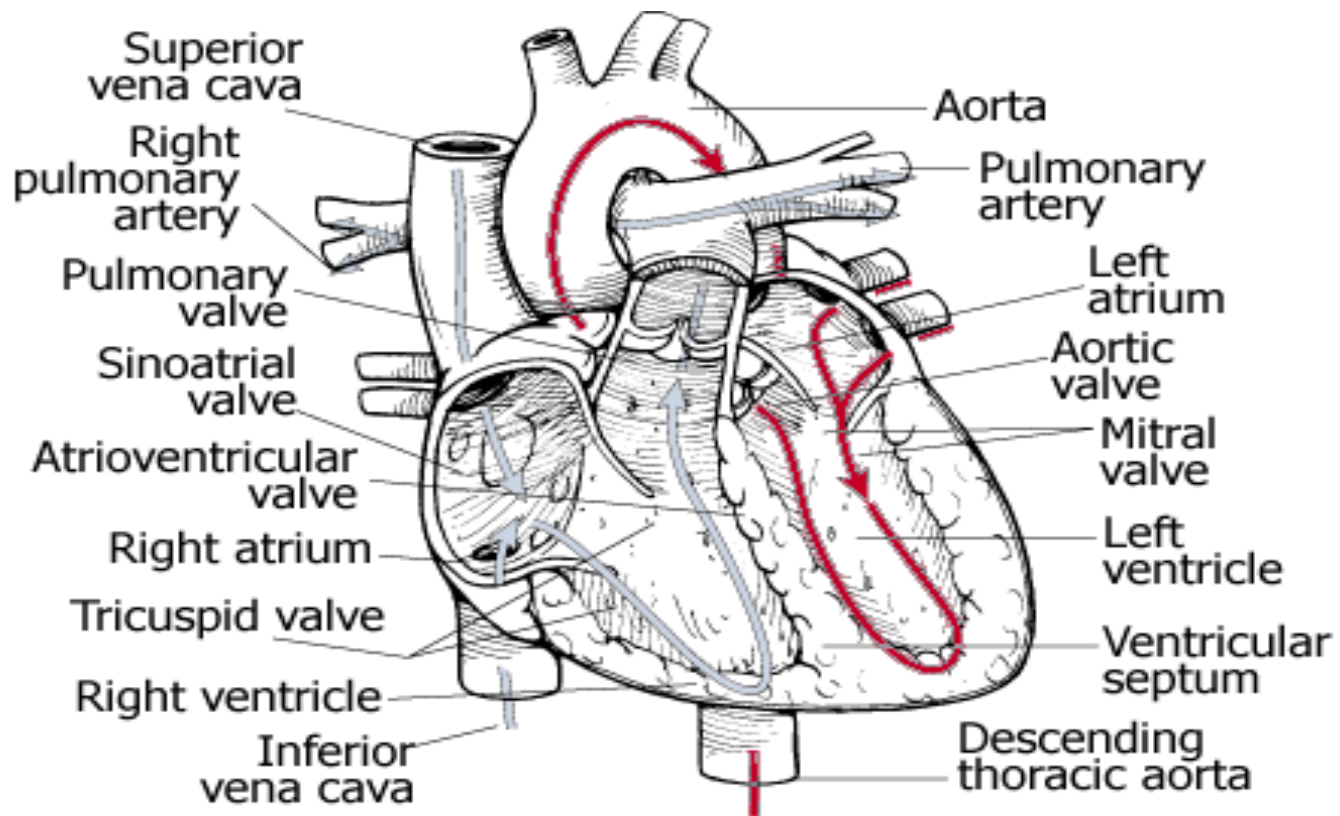


Alveoli

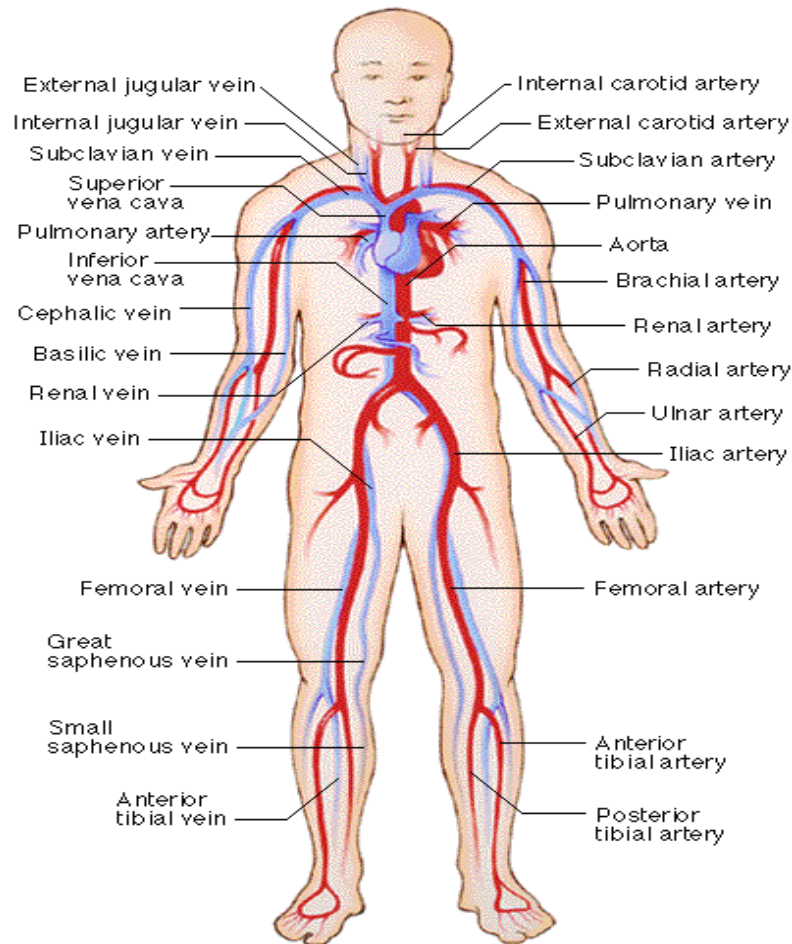


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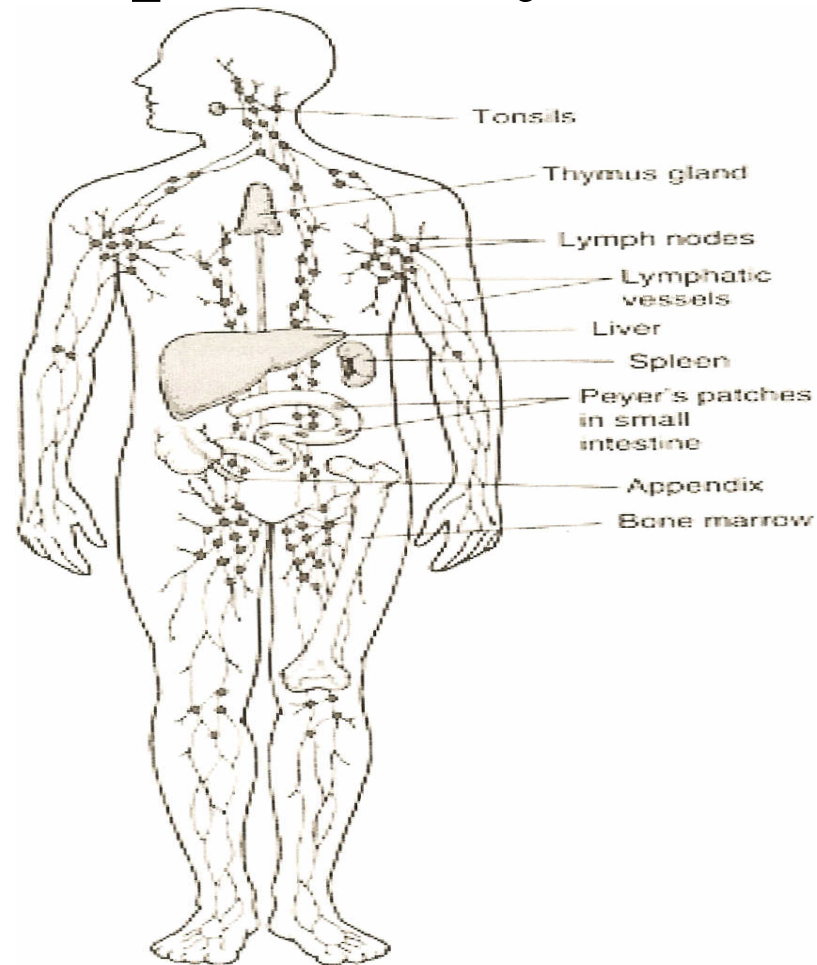
Cardiovascular



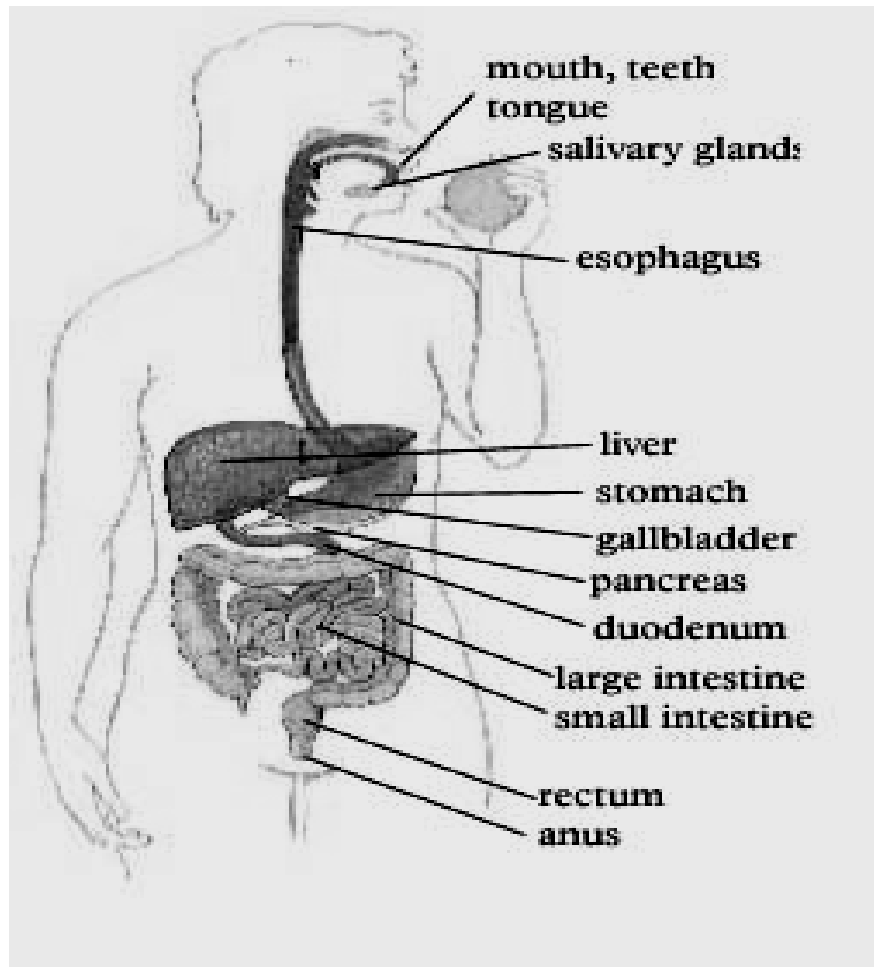
Lymphatic -- Circulatory



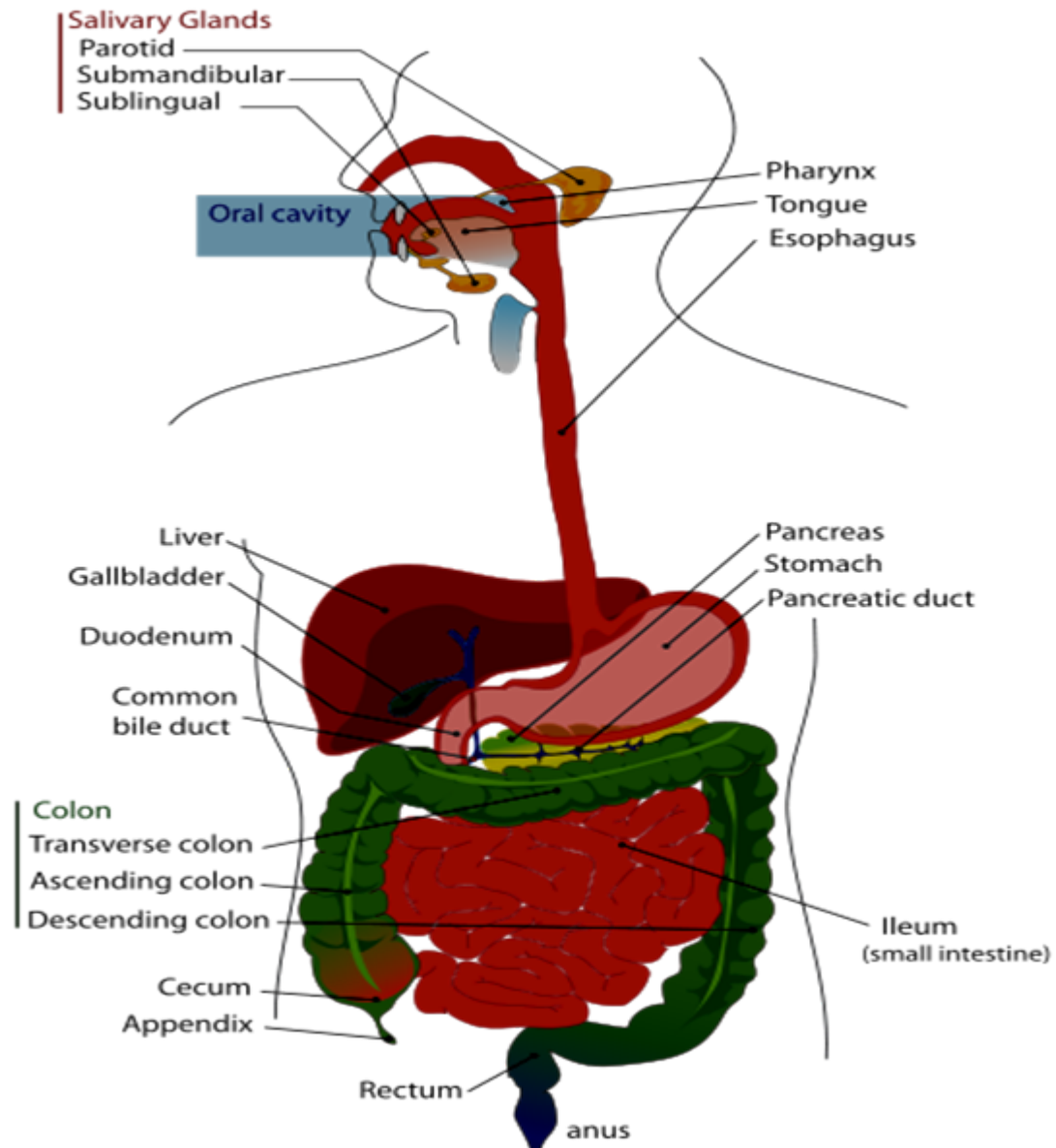
Lymphatic System



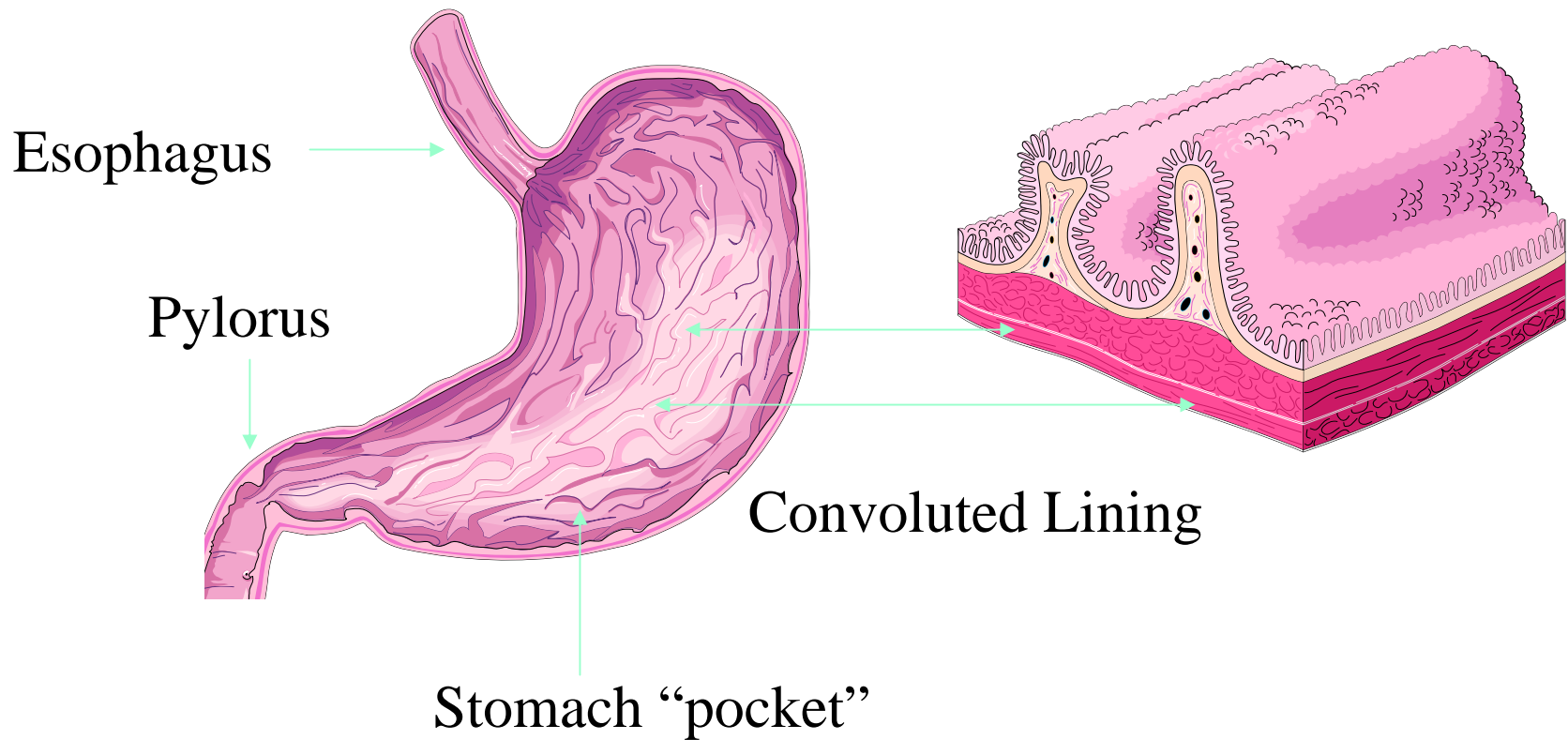
Digestive/G I System



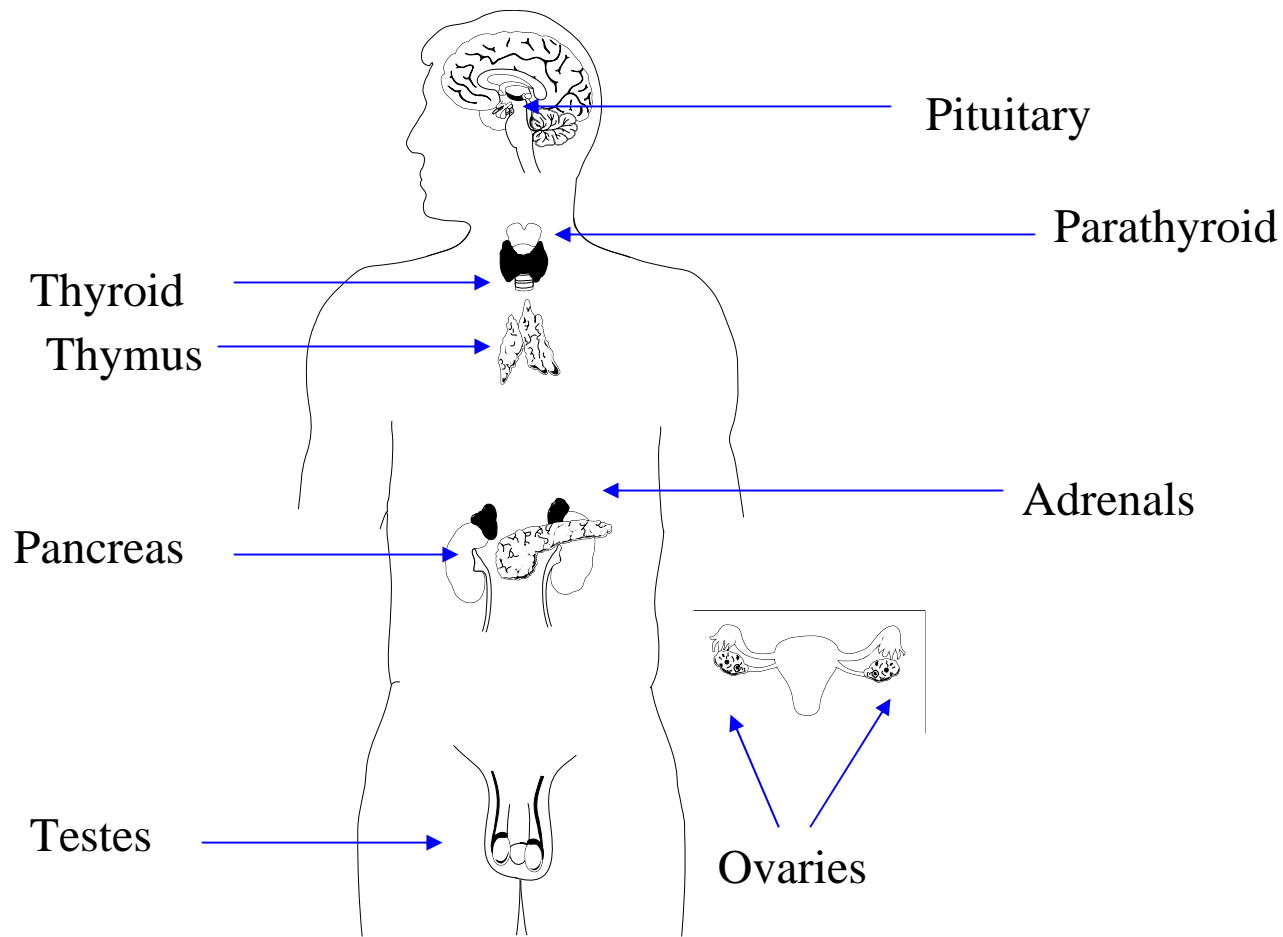
Digestive/GI System



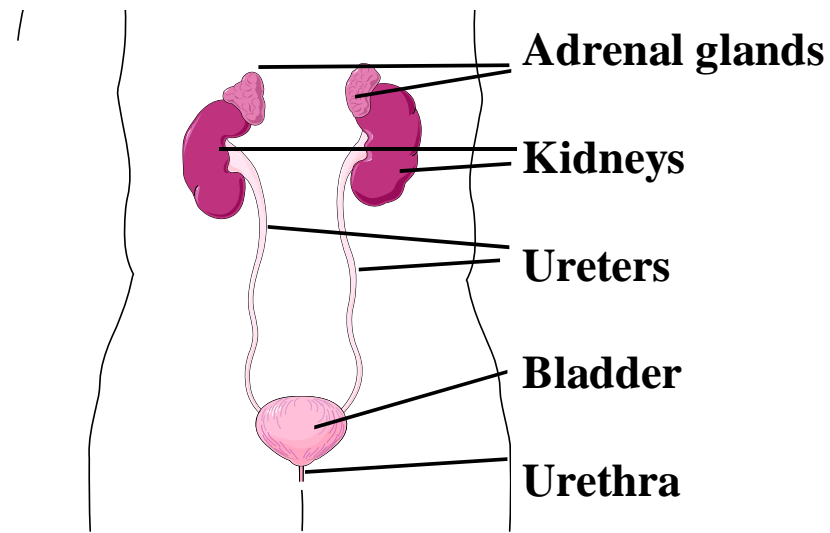
Stomach



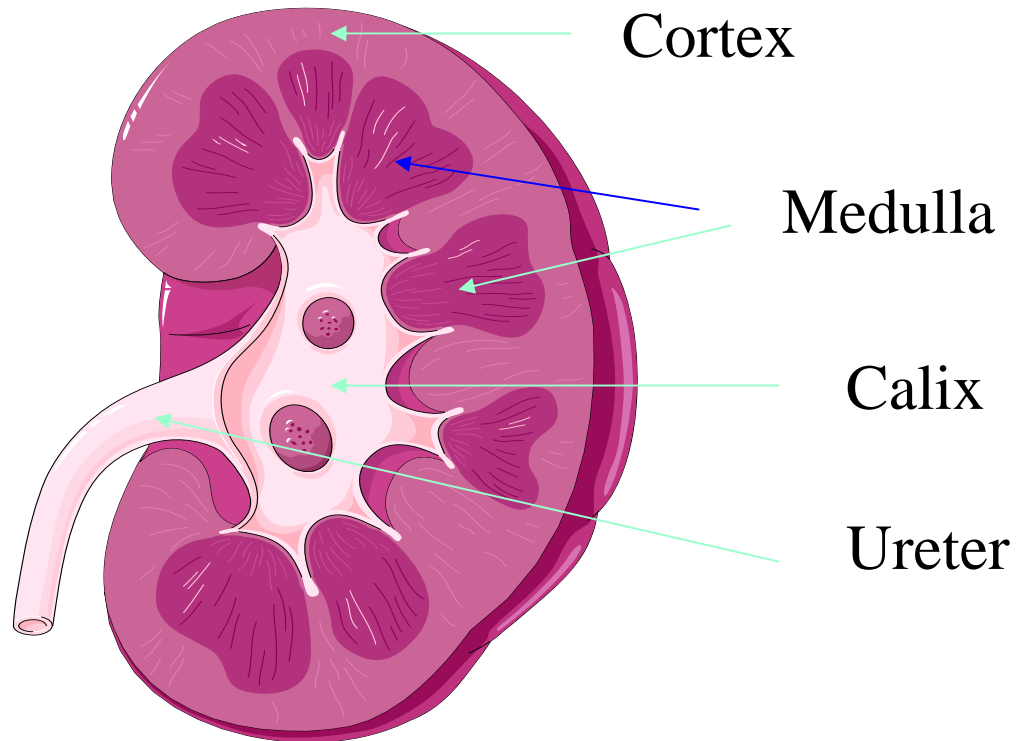
Endocrine



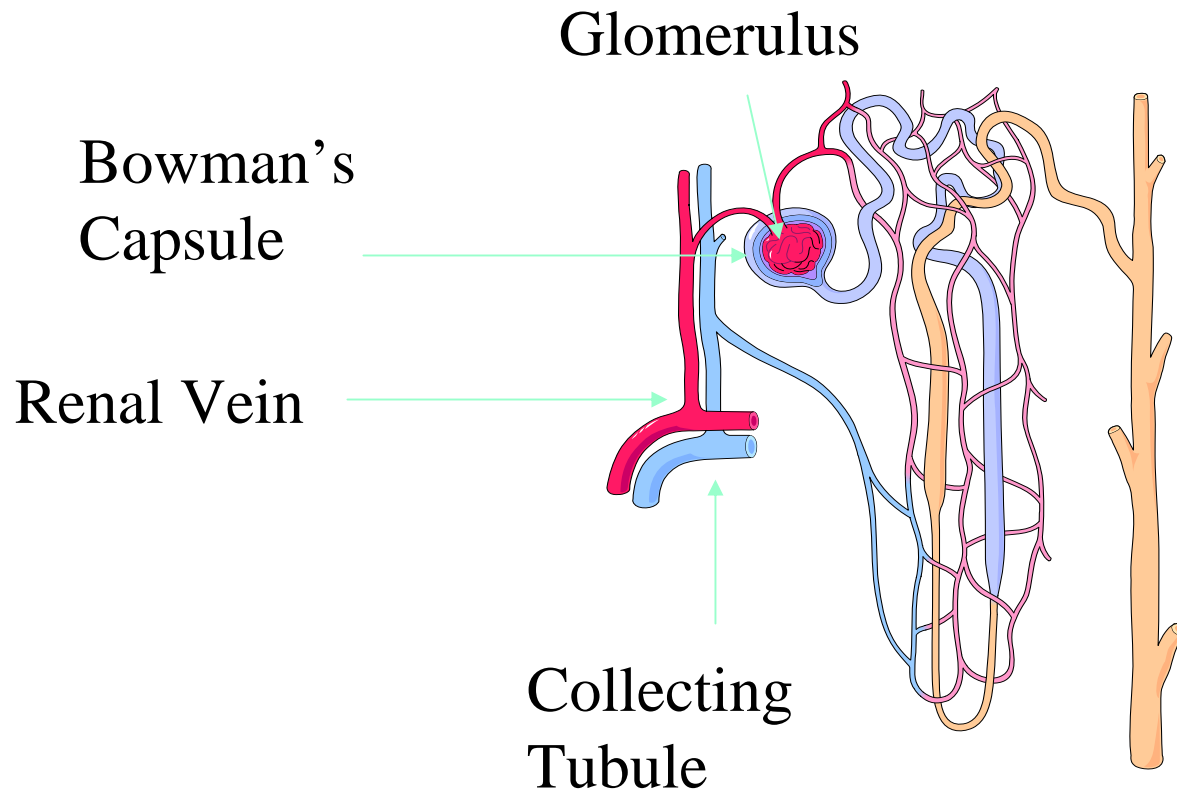
Genitourinary -- Urinary



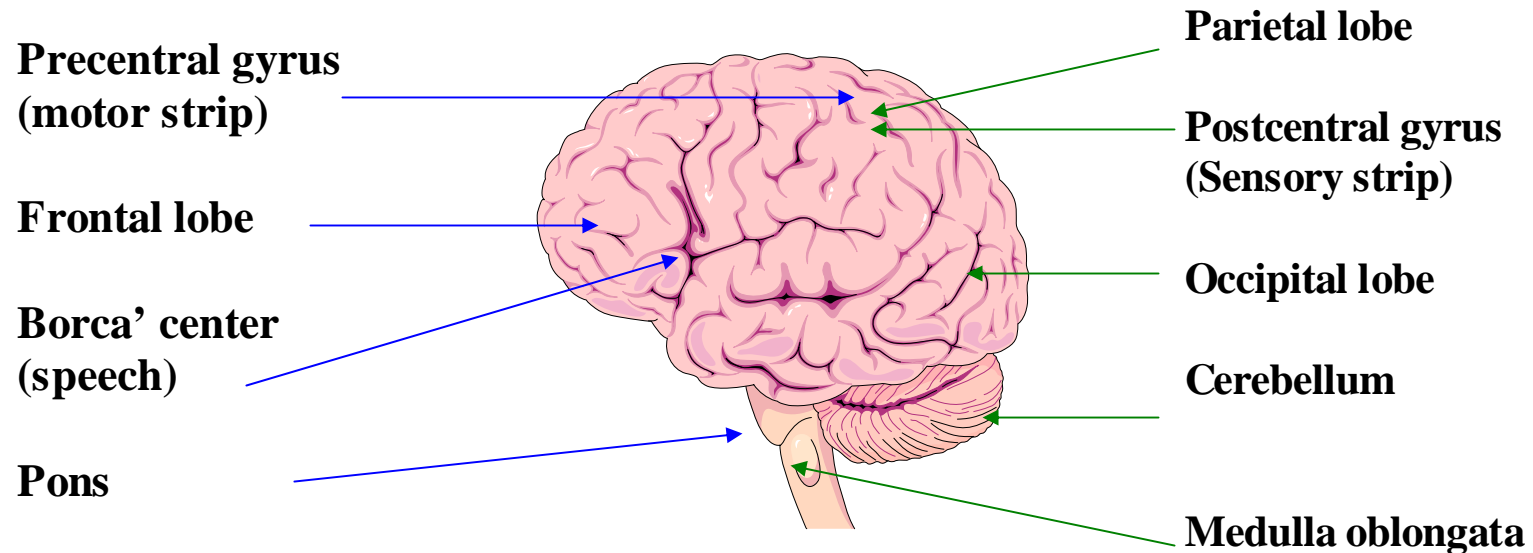
Kidney



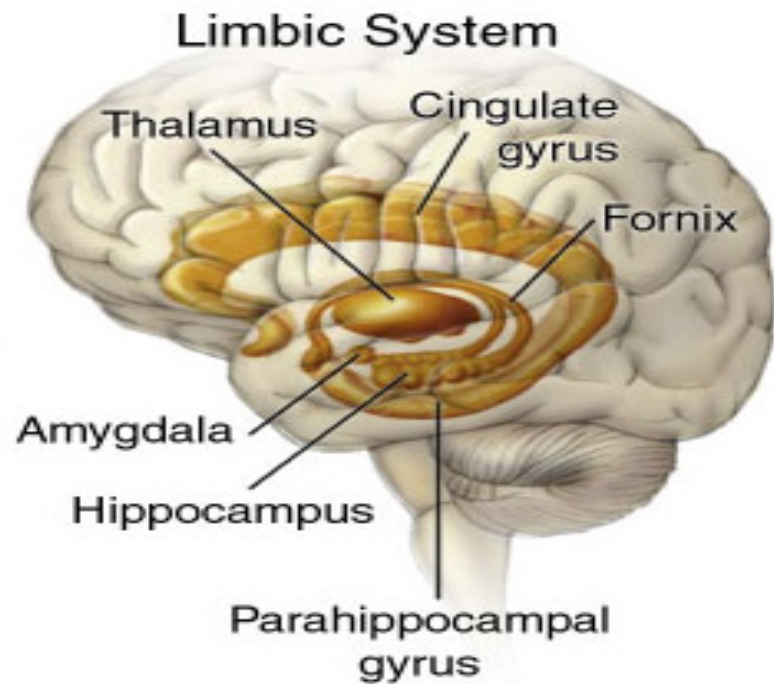
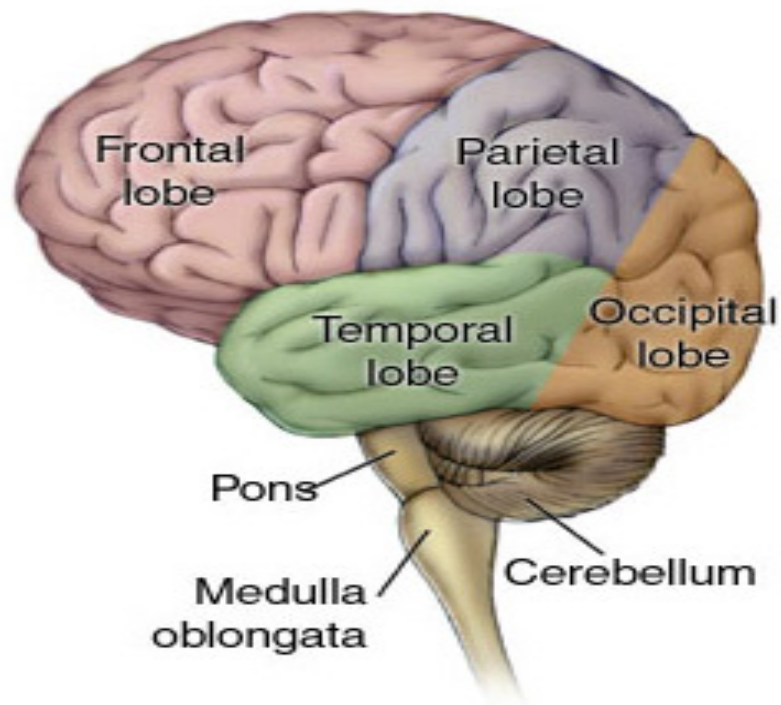
Nephron and Renal Artery



Nervous System

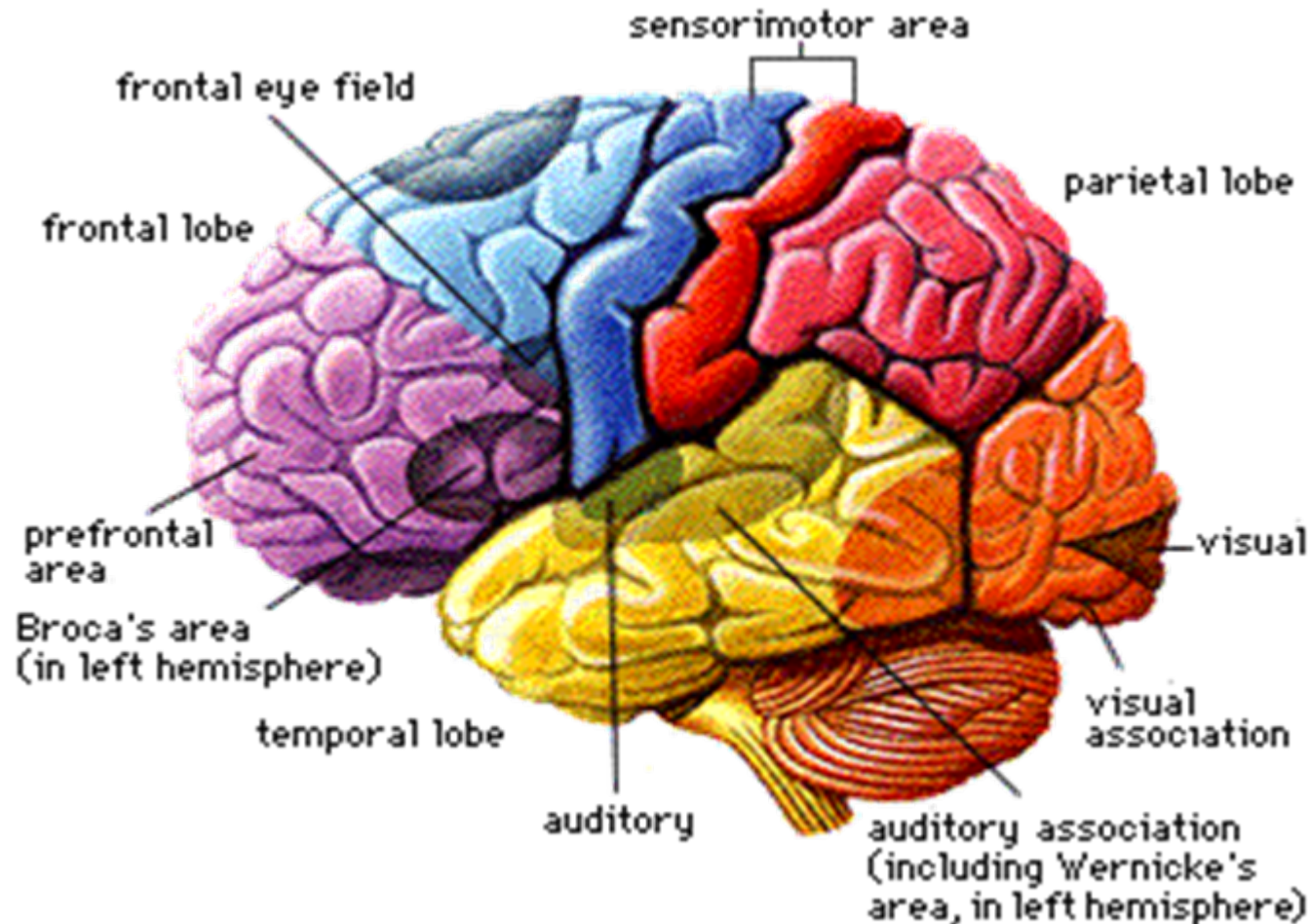


Anatomy of the Brain

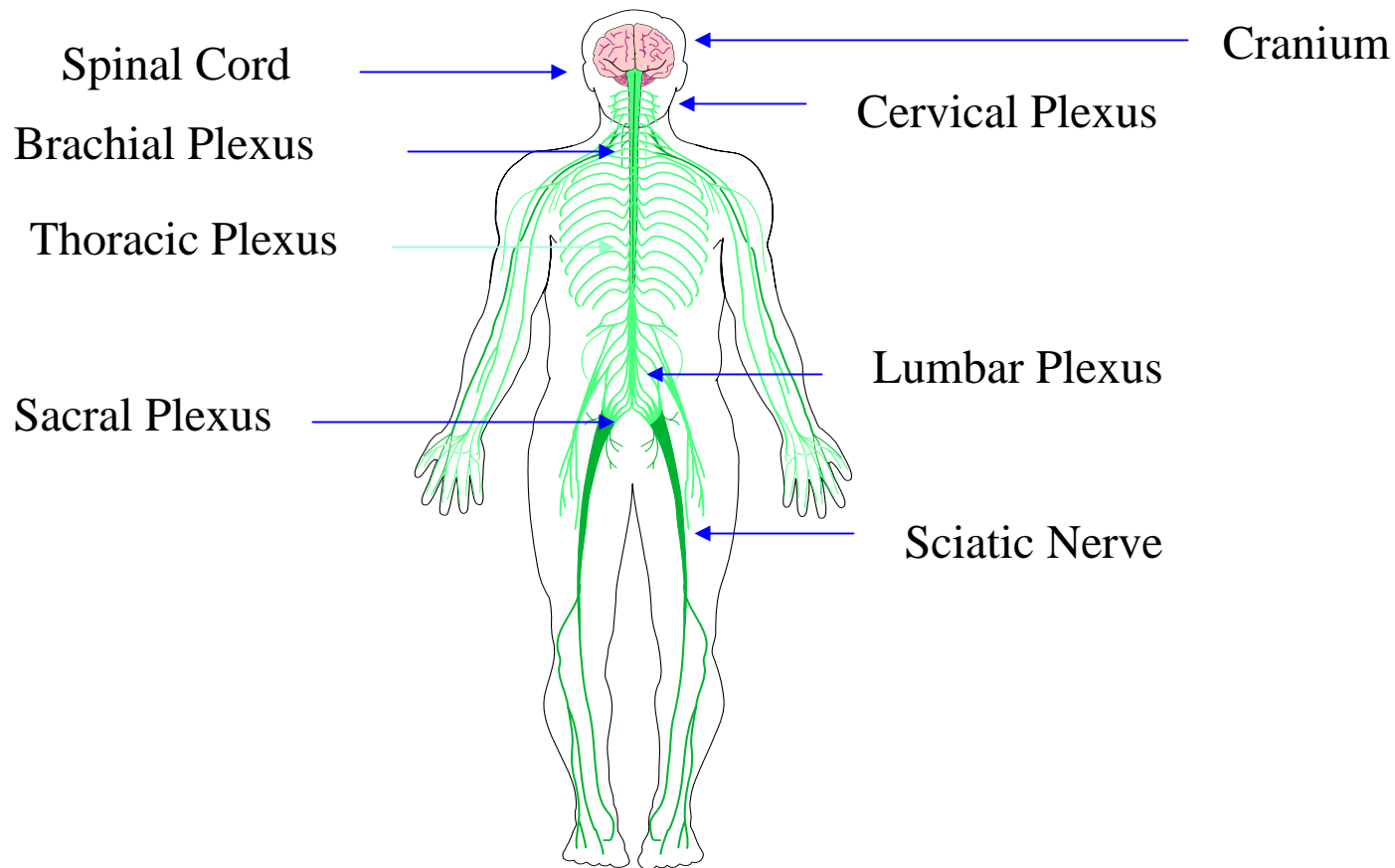


The Nervous System

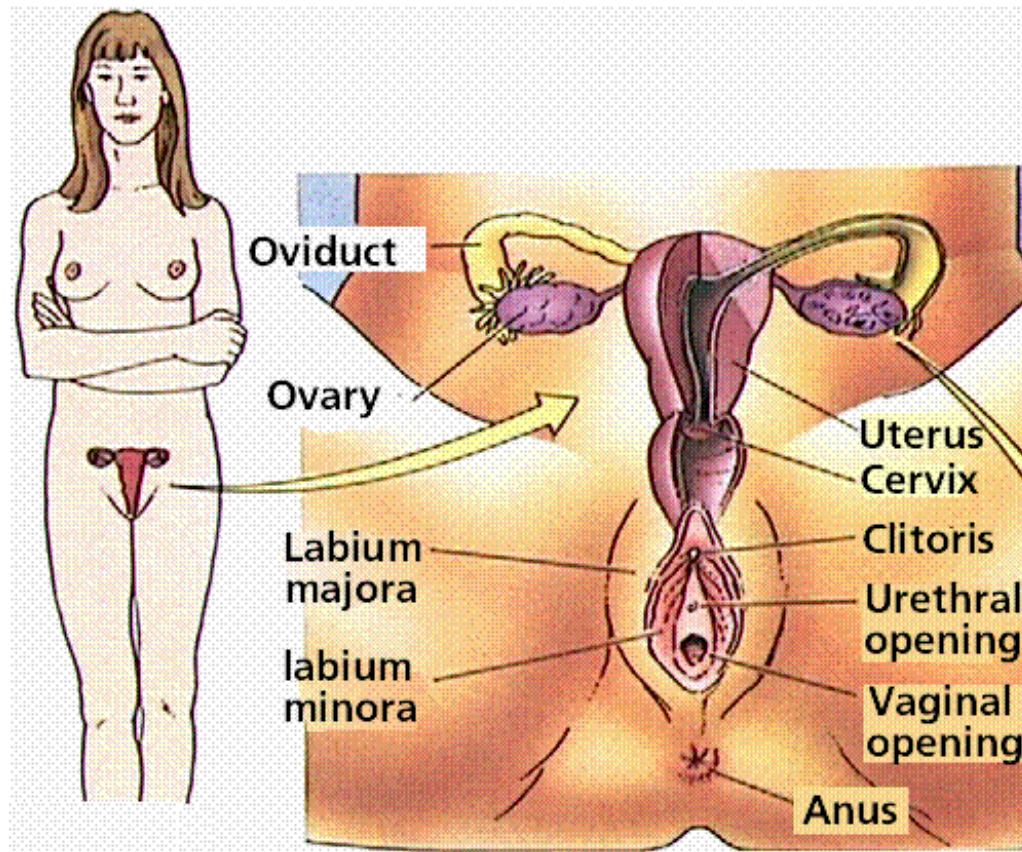
The Brain



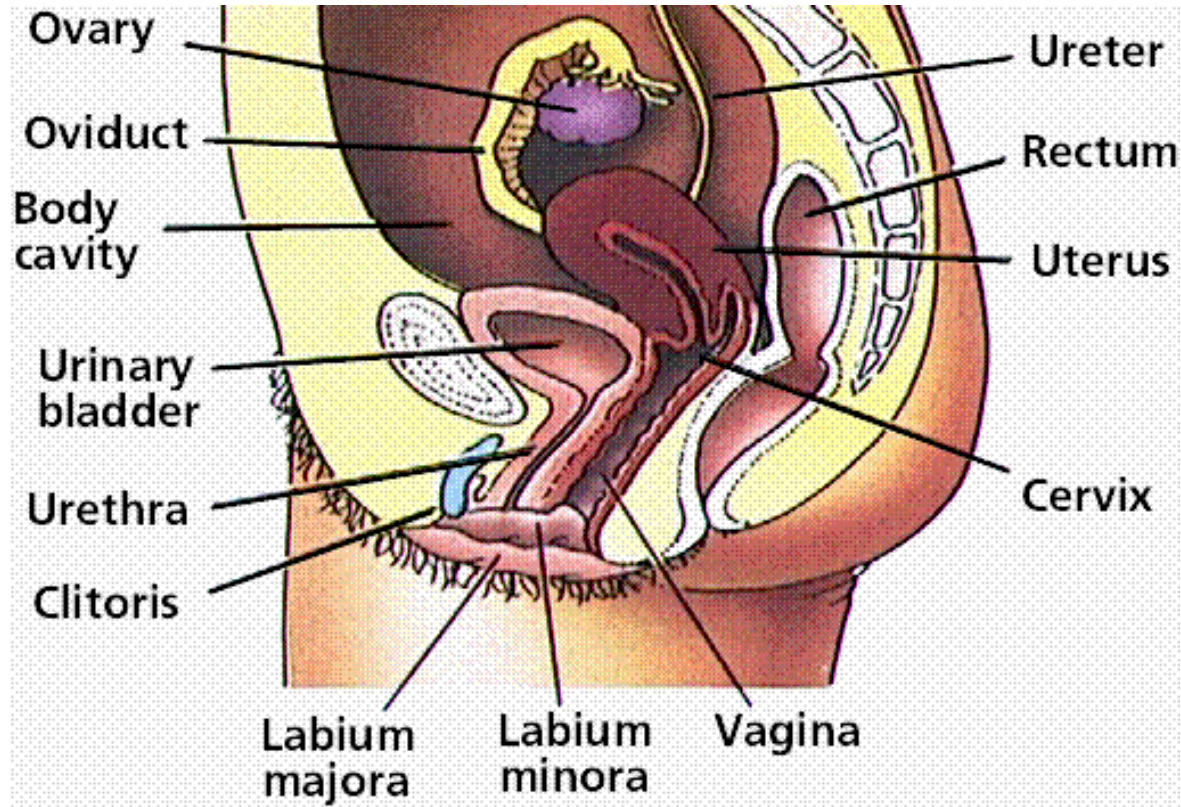
Peripheral Nervous System



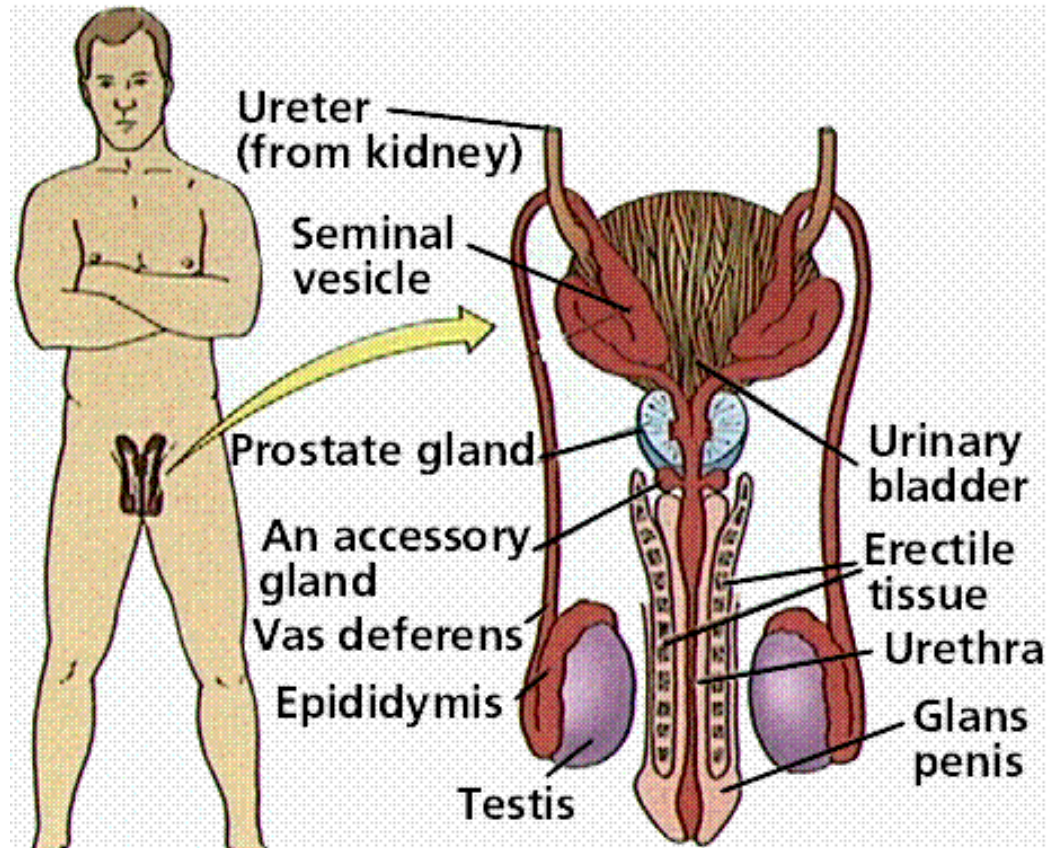
Reproductive -- Female



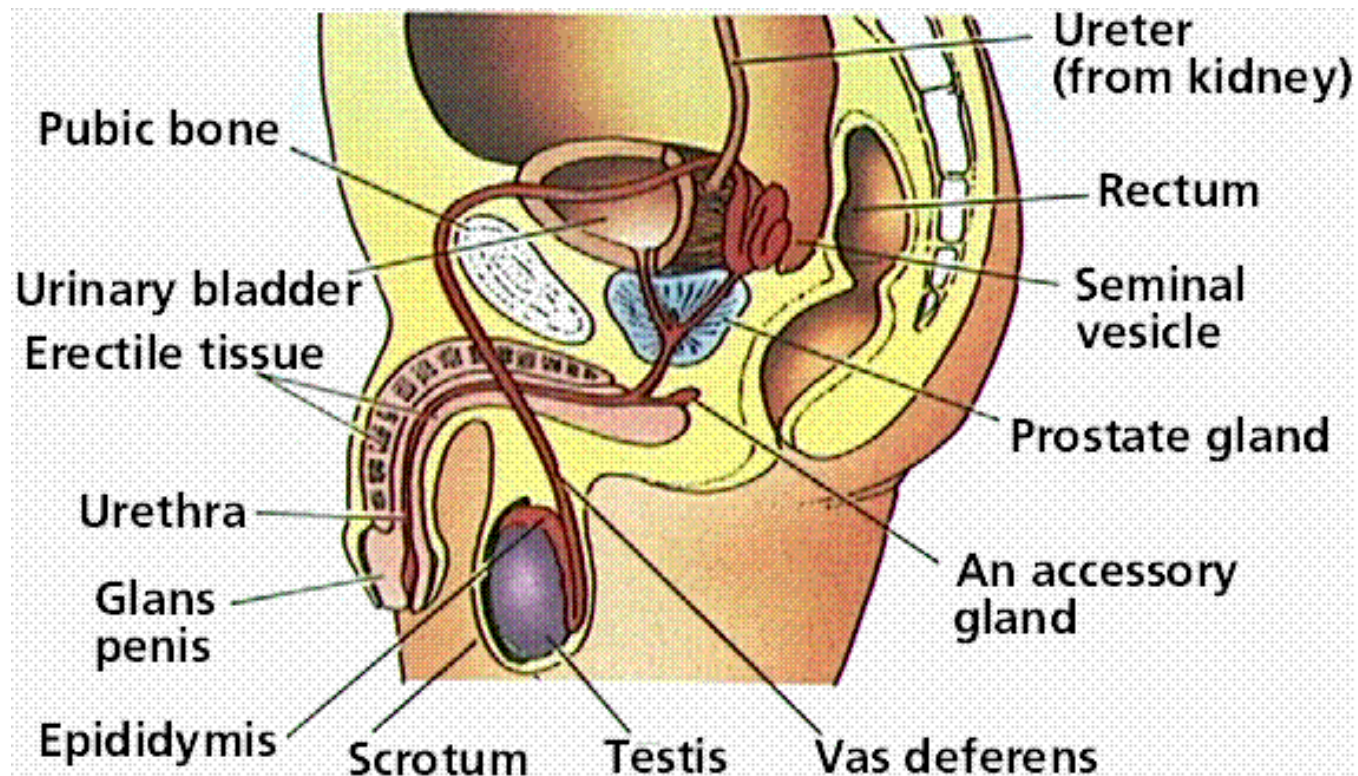
Reproductive -- Female



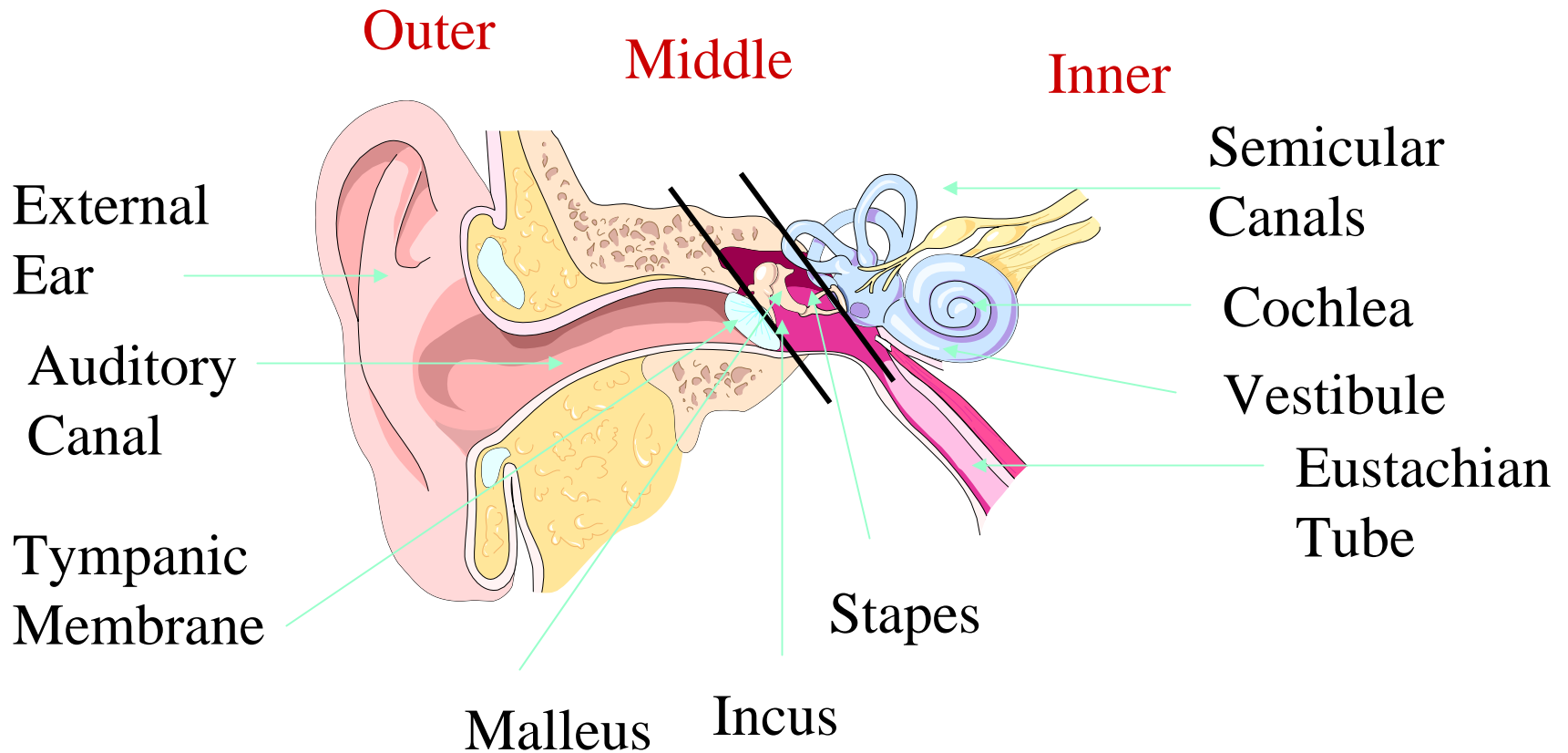
Reproductive -- Male



Reproductive -- Male



Sensory – The Ear



Sensory – The Eye

